



Western Sussex Hospitals
NHS Foundation Trust
Private Patients



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QUESTIONS & QUERIES

If you have any questions about your stay with us or would like more information before deciding then please call us on the contact numbers below (0830hrs – 1700hrs Monday to Friday).

Downlands Suite

Administration Office: 01903 285286

Chichester Suite

Administration Office: 01243 788122 Ext 5287



*Where Quality Care and Your Safety
Matters*

The Chichester Suite
St Richard's Hospital
Spitalfield Lane
Chichester
West Sussex PO19 6SE

The Downlands Suite
Worthing Hospital
Lyndhurst Road
Worthing
West Sussex BN11 2DH

INTRODUCTION

The private patient units work alongside and build upon the excellent patient focused healthcare already existing within the Trust. The Consultants who treat patients privately do so as the hospital is their work base and it is where they can be assured of having 24 hour care available for their patients, to ensure the highest standard of care; this includes treatment undertaken in many of the different areas of the hospital

The income generated by the units is invested back into the Trusts finances to support improvements that benefit all patients and staff.

Whilst the care is Consultant led all patients are patients of Western Sussex NHS Foundation Trust and therefore to ensure clinical safety and support, input from all disciplines and facilities are available if needed.

We are pleased to be able to provide all of our patients and their families with a high quality service and personal care, tailored to meet each of our patient's individual needs.

WHAT TO EXPECT

Coming into hospital can be an anxious time for patients and their families. It is part of our service to make sure that your experience is a positive one. In most circumstances you will have met your Consultant prior to coming into hospital and will have an understanding of why you need to be in hospital and what treatment has been planned.

The nursing staff and the administration team will make sure that everything that needs to be arranged for your admission is taken care of and ready for when you need it. If plans need to change we have access to all of the hospital facilities 24 hours a day, to be able to support the needs of the patient and the Consultant.

PARKING

Patients and visitors have access to the main hospital car parks which are pay on foot car parks. Please see the site maps for site specific information.



FINANCIAL UNDERTAKING

Our 'Terms of Treatment' leaflet, sets out specific information if signing a financial undertaking with us, including details of how to opt out of the agreement. Please ensure you have received a copy before proceeding with treatment; you can download a copy from our web site alternatively one will be sent with our admission correspondence.

PATIENT EXPERIENCE

We hope your stay with us will be comfortable and your experience is a positive one. We would not want you to leave with a problem so please bring any concerns to our attention at the earliest possible time so that we can work with you to ensure any problems are resolved.

Your feedback is important to us and we actively welcome your thoughts on the care you received, our facilities and our services. Please take a few minutes before you leave to complete our 'Friends & Family' cards.

VISITING HOURS

We do not have any restrictions on visiting hours so we can allow flexibility for all of your friends and family who may wish to visit you during your stay (as a guide we recommend visiting is between 10.00 and 2200hrs); we do ask that numbers are kept to a minimum at any one time to keep noise levels manageable as our patients need a peaceful and calm environment in which to recover. We do not encourage children under 13 years to visit for their own. health and safety.

DISCHARGE

Wherever possible discharge should take place before 11am so please ensure you have appropriate transport arrangements in place.

NO SMOKING POLICY

Smoking is not permitted anywhere in the hospital buildings or grounds



INSURED PATIENTS

Our agreements with leading medical insurers as well as the smaller insurance groups enable us to offer the majority of services and treatments to their policy holders. You will need to contact your insurance company initially to discuss the planned treatment and any limitations on your policy, we will then confirm the treatment is authorised and will arrange to bill the insurance company on your behalf so you don't need to worry. We will keep in regular contact with the insurer during your stay advising them of any changes in your care or treatment and will notify you if the insurer advises us of any limits on your policy; this will allow us to discuss options with you.

SELF-PAY

If you are considering private treatment but don't have medical insurance we will be happy to provide you with a guide price to help you decide if paying for your own treatment could be an option for you; If you have already made that decision in conjunction with one of our consultants we will be able to provide you with a more detailed cost depending on which payment option would suit you best; The options that are currently available would be either a pay as you go (self-funding) option giving you maximum flexibility or a fixed price (all inclusive) option which can offer the ultimate reassurance and financial control; this option may not be suitable for those with more complex health histories but we are happy to discuss that with you in detail. Whatever you decide we will work with you, taking account of your personal financial

considerations to ensure we offer you the best support and most reassuring experience.

URGENT ADMISSIONS

If you come into hospital unexpectedly and would like to be admitted or transferred to one of the private units one of our team will be happy to discuss options with you either as an insured patient or a self-funding patient. Please contact the team directly or ask a member of staff to call us on your behalf.

Please remember that as well as being cared for in a hospital that considers patient safety as its highest priority all the income generated from private patient care and treatment is invested back into frontline services within the Trust that benefit all patients.

ACCOMMODATION

We offer comfortable private rooms with en-suite facilities; additionally the Downlands Suite has a four bedded bay primarily used to accommodate day case or short stay procedures. We offer freeview TV and Wi-Fi is available on request.



If you require specialized services you may be accommodated elsewhere within the hospital. For example, all children are looked after in our children's wards and many day case procedures will be accommodated in our specialty specific areas.

WHAT TO BRING INTO HOSPITAL

We want your stay to be as comfortable as possible, so we provide our patients with towels and complimentary toiletries. For your own comfort we recommend bringing nightwear and loose fitting clothes to wear during the day; anything that you would want to make your stay feel like you are at home. Please do not bring in valuables or large amounts of money; ***we do not accept responsibility for loss or damage to personal property.***

Please bring any medication you are currently taking in its original packaging if possible.

MEALS & DRINKS

Our nutritious menu caters for special dietary requirements and offers both main and al la carte options to suit all preferences. Tea & coffee are served at regular intervals throughout the day but you can ask for these at any time. Complimentary tea and coffee is available for visitors on request, any meals served to visitors are chargeable. Alternatively there are restaurants and cafes in each of our hospitals that visitors can use. We discourage visitors from bringing food onto the unit but should this be necessary please speak to a member of staff as any food must be stored correctly.



ON THE DAY OF YOUR PROCEDURE

We will have organised your admission with your Consultant and have requested you are admitted at the time stated on your admission letter. If you are having an operation we allow for enough time for your Consultant and where applicable your Anaesthetist, to visit you prior to your procedure to run through any last minute questions you may have and finally your consent to having the operation. Our nurses and healthcare assistants will then help to get you prepared and will support you throughout the whole of your stay.

If we have organised a pre-assessment, this is to make sure that everything is as safe as possible, prior to you having your procedure. This normally involves some blood tests, an MRSA swab and other health checks.

INFECTION CONTROL

Our team are committed to providing the highest standards of clinical care and part of this is ensuring cleanliness and infection control is taken very seriously. Our staff work closely with the Trust's infection control team to ensure our practices and our environment are considered excellent.

It will never be possible to prevent all infections acquired in hospital, but it is possible to reduce the risk by taking certain precautions.

It is our policy to screen all patients for Methicillin Resistant Staphylococcus Aureus (MRSA) either before admission or within 24hrs of admission with regular re-screens throughout their stay. This is helping us protect you and others. The MRSA screening test is simple and non-invasive.

To help us please ensure you and your visitors wash your hands regularly and carefully with soap and water or use the hand rub provided in the dispensers in your room and around the Units.



HOSPITAL CHAPLAIN & RELIGIOUS SERVICES

There are chaplains from a number of different denominations who visit the hospital to offer support to patients and their visitors

The hospital chapel is open day and night for prayer and peace.